

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD):** (a) No, Sir. It is not proposed to set up an Ombudsman for postal sector to address the grievances of consumers.

(b) Does not arise in view of (a) above.

(c) A well defined system of redressal of public grievances already exists in the Department. The Department has a full-fledged Public Grievance Divisions at Directorate, Circle, Divisional and Post Office levels. In addition, the Department has also set up 1116 Computerised Customer Care Centres in the country for speedy redressal of grievances. These centers are inter-connected through a specially designed web-based system enabling them to exchange information on complaints in real time. The locations of these centers have been chosen in a way to ensure that each district headquarter has at least one such customer care center. The department also provides facility of online registration of complaints on its web site [www.indiapost.gov.in](http://www.indiapost.gov.in).

### **Delay in implementation of I.T. projects**

**3067. SHRI C. PERUMAL:** Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there is any pending project with Government in the Information Technology sector in the Tenth Five Year Plan;

(b) if so, the reasons for such pendency and financial implications due to the delay in implementation of the projects; and

(c) the steps proposed to be taken to expedite the projects?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD):** (a) There is no pending projects in Information Technology Sector in Xth Five Year Plan on account of financial implications. However, the following five projects have been re-scheduled due to technical reasons:—

(i) Scanning Centre, University of Goa (ii) Scanning Centre, University of Hyderabad (iii) Digital Archiving for Preservation of Rare Manuscripts and Folios Available with Namgyal Institute of Tibetology, Gangtok (Sikkim) (iv) Data Compression Techniques IIT, Kanpur (v) Development of Interactive learning material on introduction to Animation (DOEACC, Kolkata).

(b) and (c) Do not arise.

### **Promotional campaign on Speed Post Service**

3068. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have started a promotional campaign on the utilities of the speed post service;

(b) the comparative advantages of the Speed Post Service compared to private courier services;

(c) whether it is a fact that the charges for postal service are the same as the charges of private couriers;

(d) whether it is also a fact that a speed post letter posted in Delhi reaches Guntur in Andhra Pradesh on the fourth day; and

(e) the steps which would be taken to improve the actual delivery of speed post services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The Department has been issuing advertisements about its products and services from time to time to inform the public about its activities.

(b) and (c) The Department of Posts has the largest network of Post Offices and largest dedicated delivery staff. The postal tariff is lower than the tariff of organized private couriers.

(d) As per the norms, Speed Post Article booked in Delhi is delivered at Guntur within three days. Speed Post delivery is based on the shortest route and fastest available means of transmission i.e. air, rail or road. Sometimes due to disruption of transmission schedules, delivery of Speed Post Articles may be delayed.